



DBI

ANNUAL REPORT

2017 | 2018

City and County of San Francisco
DEPARTMENT OF BUILDING INSPECTION



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DEAR CUSTOMERS AND STAKEHOLDERS,

We are pleased to provide the [Department of Building Inspection's 2017-2018 Annual Report](#).

Construction is trending down with larger construction projects outnumbered by smaller home remodeling projects. We continue to maintain our service levels to meet the demand of our customers. This past year was yet another busy building year. Some highlights include:

- Issued [70,493 permits](#), and conducted [158,178 inspections](#) with project construction cost valuations at [\\$4.4 billion dollars](#).
- Increased City's housing stock by [3,184 residential units](#) with [636 of the units added](#) in November 2017.
- Counseled [8,474 tenant households](#), and closed [513 habitability cases](#) through Code Enforcement Outreach Program partners.
- Achieved [90% compliance](#) rate for the Mandatory Soft Story Program, with over [2,110 properties](#) having completed retrofit work, making buildings stronger ahead of the next Big One.
- Reached [68,456 residents](#), and conducted [615 trainings](#) with [3,475 graduating](#) as Ambassadors of Seismic Safety by our Seismic Safety Outreach Program partners - bringing our total of Ambassadors to [5,700](#) over the last three years.
- Hosted our annual Earthquake Safety Fair, where more than [600 San Franciscans](#) participated and [80 exhibitors](#) provided invaluable information about action steps to protect families and properties, including hands-on emergency response and fire extinguisher safety demonstrations. In addition, participants learned about DBI's important public policy programs, such as the Accessible Business Entrance Program (ABE) and how to build more Accessory Dwelling Units (ADUs).

We thank DBI's nearly 300 dedicated professional staff for their continued commitment to providing outstanding services to our customers that visit, call and email DBI daily.

DBI remains dedicated to advancing building and life safety by fulfilling its core services of providing top-notch plan review services; inspection services and code compliance enforcement; and with ongoing customer support, we'll achieve even better results in the coming year.



Angus McCarthy
Commission President



Tom C. Hui, S.E., C.B.O.
Director

PURPOSE, MISSION STATEMENT, AND CORE SERVICES

PURPOSE

To serve the City and County of San Francisco and the general public by ensuring that life and property within the City and County are safeguarded and to provide a public forum for community involvement in that process.

MISSION STATEMENT

Under the direction and management of the seven-member citizen Building Inspection Commission, DBI oversees the building and life safety of San Francisco's 200,000 commercial and residential buildings in the City's 49 square miles. We also enforce the effective, efficient, fair, and safe code enforcement of the City and County's Building, Housing, Plumbing, Electrical, and Mechanical Codes, along with Disability Access Regulations for all who live, work, and visit San Francisco; and ensure owners maintain code habitable conditions of the City's more than 20,000 apartments and 500 residential hotels.

OUR CORE SERVICES

ISSUE PERMITS



Responsible for permit approval coordination, final approval and permit issuance to assure that the proposed construction work meets all safety requirements of the codes; and ensures that the process is performed in a timely manner that is always professional and courteous to all DBI customers.

INSPECT AND VERIFY CONSTRUCTION SAFETY



Inspect buildings for compliance with code requirements, scope of work in accordance with building, plumbing, and electrical permits, and respond to complaints on residential and commercial buildings.

INVESTIGATE COMPLAINTS & ENFORCE CODES



Enforce code compliance using a stipulated legal process including a Director's Hearing, possible Order of Abatement, property lien, and referral to the City Attorney for litigation of non-compliant properties.

DBI: BY THE NUMBERS FOR 2017-2018



290 employees



\$4.4 billion valuation of over with
83% of 36,278 projects submitted
having up to \$50,000 permit valuation.



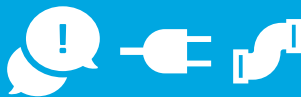
70,493 permits issued averaging more than
5,874 permits issued monthly and
282 permits issued daily.



**92% building permit
applications**
issued over the counter within
two business days.



158,178 total inspections
conducted, averaging 13,182 inspections
conducted monthly and 633 conducted daily,
with 94% of inspections occurring within
two business days.



10,251 total complaints
received relating to building, electrical,
plumbing and housing, with 92%
processed within three business days.



7,482 3R reports
produced with 99% of reports issued
within seven business days.



12,511 record requests
produced with 92% processed
over the counter.

**Average based on 250 working days,
not 365 calendar days.*

ABOUT THE BUILDING INSPECTION COMMISSION

The Building Inspection Commission (BIC) provides policy direction to the Department of Building Inspection. The Commission was designed to provide representation for the various communities which interact with the Department. The Commission sets policy, hears various appeals on issues leading up to the issuance of building permits, sits as the Abatement Appeals Board to hear appeals to the Director's Orders of Abatement, and provides a public forum through its monthly meetings.



Angus McCarthy

President
Contractor Seat

Debra Walker

Vice-President
General Public Seat

Kevin Clinch

Structural Engineer Seat

Sam Moss

Non-Profit Housing Seat
(from 5/16/18)

Gail Gilman

Non-Profit Housing Seat
(through 4/18/18)

John Konstin

Landlord Seat

Frank Lee

Architect Seat

James Warshell

Tenant Seat

BOARDS & COMMITTEES

- Abatement Appeals Board
- Access Appeals Commission
- Board of Examiners
- Code Advisory Committee
 - Administrative & General Design Subcommittee
 - Disability Access Subcommittee
 - Fire and Life Safety Subcommittee
 - Green Building Subcommittee
 - Housing Code Subcommittee
 - Mechanical/Electrical/Plumbing/Fire and Life Safety Subcommittee
- Structural Committee
- Single Room Occupancy Task Force
- Public Advisory Committee

ABOUT THE DEPARTMENT OF BUILDING INSPECTION

EXECUTIVE MANAGEMENT



Tom C. Hui, S.E., C.B.O.
Director



Ron Tom
Assistant Director



Taras Madison
**Deputy Director
of Administrative
Services**



Edward Sweeney
**Deputy Director
of Inspection
Services**



Daniel Lowrey
**Deputy Director
of Permit Services**



Director's Office

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The Director's Office provides department leadership, sets policies, and supports all programs within the Department in order to implement established goals, objectives and mandates, and takes actions that ensure the safeguarding of life and property. It includes:

- Communications
- Disaster Coordination Unit
- Legislative & Public Affairs



Administrative Services

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The Administrative Services (AS) Program provides support to the Department in the areas of fiscal management, purchasing, contract, fleet management, information technology, and business analysis. AS maintains department records and processes records requests and 311 customer service requests. AS also provides human resources and payroll support testing. It consists of the following:

- Finance Services
- Payroll & Personnel Services
- Records Management Division
- Management Information Services



Inspection Services

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Inspection Services (IS) inspects buildings for compliance with code requirements, scope of work in accordance with approved plans and permits, and responds to complaints on residential and commercial buildings. IS protects public safety by enforcing municipal and state regulations and codes relative to construction, alteration, and installation of electrical and plumbing equipment and systems. IS inspects buildings for code compliance in residential housing under building permits, or as a result of complaints, and also inspects apartments and hotels. IS addresses complaints and conducts inspections associated with interior/exterior lead-based paint disturbance/removal. IS is also responsible for abatement of code violation cases referred from the building, electrical, and plumbing inspection divisions. It consists of the following:

- Building Inspection Division
- Electrical Inspection Division
- Plumbing Inspection Division
- Housing Inspection Services
- Code Enforcement Section



Permit Services

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Permit Services (PS) is responsible for all permit processes from the time a permit application is submitted until a building permit is issued at DBI. The functions include screening, routing permits and plans for review, and coordination of building permit review. PS also manages approval and issuance of construction permits, including electrical, plumbing, and street space permits for public and private buildings within the City and County of San Francisco. PS also assesses and collects fees for all structures, building enlargements, and changes of use. Additionally, it provides technical support for the Department in the areas of code development and information and provides coordination for the Building Occupancy Resumption Program (BORP). It consists of the following:

- Central Permit Bureau
- Initial Plan Review
- Help Desk/Information Counter
- Plan Review Services
- Technical Services Division

STRATEGIC PLAN AND GOALS

ENSURING THAT LIFE AND PROPERTY ARE SAFEGUARDED, THROUGH FAIR AND TRANSPARENT PROCESSES.

The Department of Building Inspection's Strategic Five-Year Plan, "A Path to Building Safety Excellence," for Fiscal Years 2015-20, is the result of six months of intense collaboration between management and staff from all divisions. The strategic planning process was a rigorous endeavor that included input from industry professionals and community stakeholders from across the City.

The end result is a DBI blueprint that establishes five concrete goals and 19 objectives that will serve as a viable road map to the most efficient, effective DBI, providing the highest levels of customer service.



Permits

Review Plans and Issue Permits Safeguarding Life and Property in Compliance with City and State Regulations.



Inspections

Perform Inspections to Enforce Codes and Standards to Protect Tenants' Rights and Ensuring Safety and Quality of Life.



Customer Service

Deliver the Highest Level of Customer Service.



Administrative Practices

Utilize Efficient and Effective Administrative Practices.



Outreach & Engagement

Proactively Engage and Educate Customers, Contractors, and Stakeholders on DBI's Services, Functions and Programs.



COMMITMENT TO HOUSING PRODUCTION AND HABITABILITY

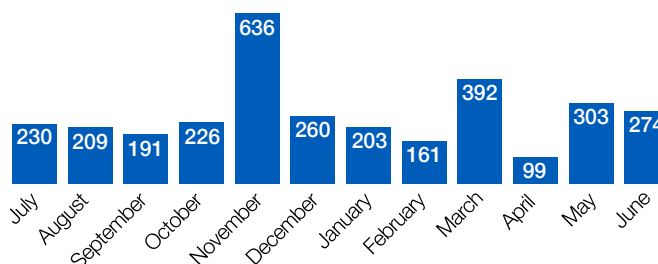
DBI is committed to affordable housing production through the Accessory Dwelling Unit and Unit Legalization (UL) programs. In the last year, 3,184 residential units were added to the City's housing stock.

RESIDENTIAL UNITS COMPLETED IN FY 2017-18

As work is completed on a construction project, a Temporary Certificate of Occupancy (TCO) or Certificate of Final Completion (CFC) is issued to allow occupancy of the residential units. In the last year, a total of 3,184 residential units were completed and received a TCO or CFC, which included ADU and UL projects.

November of 2017 saw the biggest number of residential units added to the housing market through these three construction projects: 1140 Folsom Street, 41 Tehama Street and 2500 Aurelius Walker Drive.

Residential Units Added in FY 2017-18
3,184 Total Units Completed



ACCESSORY DWELLING UNIT (ADU) PROGRAM

Allows for the addition of accessory dwelling units, also known as in-law units or granny flats, within the building envelope. Increases affordable housing units to the City's housing stock. [Since 2014, the ADU program has received the following:](#)

Units submitted	1,345
Units issued	414
Total units completed	107

 sfdbi.org/adu

LEGALIZATION OF IN-LAW UNITS PROGRAM

Allows the legalization of existing illegal dwelling units in residential buildings throughout the City. This Program improves the unit's safety by bringing it up to code and increases the number of legalized affordable units in the City's housing stock. [Since 2014, this Program has received the following:](#)

Units submitted	706
Units issued	202
Total units completed	219

 sfdbi.org/unitlegalization

Modular Housing

With San Francisco's severe housing shortage, the City is exploring the feasibility of factory-manufactured, or modular, units – especially for the homeless. DBI staff and BIC members have visited two modular factories this past year, one in Vallejo and another one in Lathrop, to see how these units are produced. These modular factories claim to be able to produce units in roughly 20 percent less time than traditional construction, as well as less expensively per square foot – data that is hard to verify given the still very limited volume of modular housing actually produced.

DBI staff is working closely with the Mayor's Office of Housing to see how local building, plumbing and electrical codes can be integrated effectively into factory-produced housing, and thereby ensure that once assembled on a local site the new housing units will be fully compliant with San Francisco building code requirements.

MAINTAINING HABITABLE HOUSING

Over the last 20 years, DBI's Code Enforcement Outreach Program (CEOP) has provided support to tenants, owners and so that the City and the community can work together to bring rental housing into code compliance. This unique program helps improve living conditions for all tenants through the improved communication between tenants and landlords.



8,474 households

counseled regarding habitability issues in their units and contacted the property owner by writing letters requesting repairs.



1,161 tenants

and landlords participated in housing safety programs, workshops and events, designed, led and sponsored by participating organizations, in order to better educate residents on the San Francisco Housing Code and DBI's Housing Inspection Services.



513 habitability cases

successfully resolved through mediation among the tenants, partner organizations and landlords, often utilizing the assistance of the San Francisco Apartment Association (also a member group). As a result, the repairs in these units were made and living conditions improved.



sfdbi.org/ceop



STRENGTHENING EXISTING BUILDINGS AND PREPARING COMMUNITIES

DBI has helped to strengthen existing seismically vulnerable buildings through its Mandatory Soft Story and Private School Evaluation programs.

MANDATORY SOFT STORY PROGRAM


Requires wood-frame buildings of three or more stories with vulnerable ground floors to be seismically retrofitted. Increases buildings' resiliency and improves its ability to withstand the next earthquake.

Through this Program, 4,403 property owners have submitted required permits ensuring their property is on track to seismically strengthen its building's ground floor. Found below is a breakdown of the Program's progress since 2013 in each supervisorial district.

District Breakdown:

Out of 4,902 buildings in the Program, 4,403 property owners have submitted permits (90%), with 2,293 permits filed and issued (52%) and 2,110 work completed (48%).

A remaining 402 - Tier 4 buildings (8%) need to submit permits by 9/15/2018 in order to comply with the Program. A total of 97 buildings (2%) are currently non-compliant.

 sfdbi.org/softstory

District	Work Completed	Permit Filed & Permit Issued	Non-Compliant
1	269	267	8
2	460	432	17
3	296	366	16
4	70	67	2
5	412	458	19
6	27	44	3
7	23	34	0
8	388	401	17
9	124	166	11
10	30	41	3
11	11	17	1
Total	2,110	2,293	97

PRIVATE SCHOOL EVALUATION PROGRAM

Required the evaluation of private school elementary and secondary schools for its seismic vulnerabilities. This Program provides greater transparency of the seismic safety of these schools by requiring campus administrators to evaluate the seismic safety of their buildings and structures. Two types of reports were required to be turned in 1. an evaluation scope report by 11/2/15 and an evaluation report by 11/2/17. Each school campus may have turned in more than one report document as multiple buildings were evaluated.

Identified To be in Program	Subject to Program	Exempt
109	97	12

Total Buildings in Compliant	Total Number of Reports	Non-Compliant
91	173	6

 sfdbi.org/privateschool

PREPARING COMMUNITIES FOR THE NEXT EARTHQUAKE

Since May 2015, DBI, in partnership with Community Youth Center (CYC) and Self-Help for the Elderly has provided San Francisco's diverse populations with hands-on training and education for the next disaster through the Seismic Safety Outreach Program. As of January 2018, this program was expanded to provide in-language workshops citywide in all 11 of San Francisco's Supervisorial Districts.



68,456 residents
reached through
interactions and material
distribution at over
110 events



615 trainings
and workshops
conducted



13,797 individuals
educated through trainings
and workshops



3,475 graduated
as Seismic Safety Program
Ambassadors



sfdbi.org/seismicsafety



EARTHQUAKE SAFETY FAIR

The 2018 Earthquake Safety Fair was held on Wednesday, June 13, 2018 at Bill Graham Civic Auditorium from 10:00 AM to 4:00 PM. The fair brought over 600 attendees and featured an exhibitor hall of 80 contractors, design professionals, and community and government partners; four informative workshops; emergency training sessions, provided by our community partners from Community Youth Center and Self-Help for the Elderly and an earthquake simulator. Our partners at the SF Fire Department provided fire safety demonstrations along with PG&E on gas and utility safety. Emergency preparedness kits were also given out as raffle prizes to workshop attendees.



 sfdbi.org/earthquakefair

IMPROVING BUSINESS ENTRANCE ACCESS

ACCESSIBLE BUSINESS ENTRANCE (ABE) PROGRAM

Requires existing buildings with commercial storefront(s) to have all primary entrances accessible for people with disabilities. Helps property owners comply with state and federal accessibility laws and helps people with disabilities gain greater access to goods and services offered by San Francisco businesses.

Over 24,000 storefronts have been identified as part of this Program, which are owned by more than 11,000 property owners. Multiple notifications were sent out to property owners informing them of this new Program and its requirements. Workshops and merchant walks were conducted in the affected merchant corridors to explain the details of the program and to raise awareness in the merchant communities.



ABE workshop on January 24, 2018



ABE Resource Fair on May 16, 2018



sfdbi.org/businessentrance



DBI IN THE





COMMUNITY



HOTEL CONVERSION ORDINANCE (HCO) REPORT

HCO ANNUAL REPORTING HIGHLIGHTS	2017-18	2016-17
Total Number of Residential Housing Buildings	503	502
Total Number of Residential Hotel Buildings (required to file an Annual Unit Usage Report)	394	403
Residential Hotels offering services (including maid service, linen service, security service, intercom system, meal service, utilities paid, and others)	336	244
Total Number of Residential Guest Rooms (protected by the HCO to be conserved)	19,199	19,058
Total Number of Residential Guest Rooms (reported as occupied by the Annual Unit Usage Report)	10,129	9,238
Residential Guest Room (Overall) Average Rent	\$1,137	\$784
HCO Violations		
Complaints Received	37	58
Complaints Abated	18	0*
(Includes cases initiated from the previous year)		
Residential Guest Rooms Converted (through recategorization)	49	0
(Through the permit to convert process)	0	
(Through the building permit process only)	0	

*Given the nature of potential HCO violations, abatement cases can span several fiscal years to be able to monitor the requisite hotel reporting and rental histories.

Amendments to the Original Hotel Conversion Ordinance

On March 20, 2017, Ordinance No. 38-17, was passed, which updated the original HCO definitions, set forth additional filing requirements and increased the fines for non compliance, went into effect. This update was adopted by the Board of Supervisors in an effort to ensure that the intent of the Ordinance was being achieved. Additionally, it sought to make the penalties associated with violating the Ordinance uniform and in line with the current market. Prior to the effective date of Ordinance No. 38-17, a new team, consisting of 2 full-time housing inspectors, was assigned to the administration and enforcement of the Ordinance. In an effort to increase community engagement and compliance with the requirements of the HCO, the HCO team conducted workshops to introduce the changes in the legislation to all stakeholders.

In preparation for the Annual Unit Usage Reports (AUUR), due every November 1st, the HCO team conducted workshops which provided detailed instructions on completing and filing these required reports. To increase transparency with stakeholders and the public, the HCO webpage on the Department of Building Inspection (DBI) website now contains an AUUR filing status list for all for-profit residential hotels, archived workshop videos and PowerPoint presentations, as well as, general information, forms, and report filing instructions. The HCO team has participated in a community stabilization and anti-displacement study being conducted by the San Francisco Planning Department as part of an ongoing effort to maintain community engagement.

LEGISLATIVE HISTORY:

The Residential Hotel Unit Conversion and Demolition Ordinance (HCO) was originally adopted by the Board of Supervisors on June 26, 1981 in order to preserve the existing stock of residential guest rooms as housing for low-income, elderly, and disabled persons. The Board found it necessary to adopt legislation that would minimize the loss of residential guest rooms since this stock of housing had been decreasing at an alarming rate due to conversion and demolition.

RESIDENTIAL HOTEL CERTIFICATION:

Beginning in 1981, the HCO required all hotel and apartment house owners and operators with guest rooms to report to the Bureau of Building Inspection (now the Department of Building Inspection) how the guest rooms were being used on September 23, 1979. If the guest room was actually occupied by a tenant for thirty-two consecutive days or longer, the room was designated as residential. Guest rooms occupied by a tenant for thirty-two days or longer, were designated residential. Guest rooms occupied less than thirty-two days were designated as tourist. The property owner/operator had fifteen days to appeal the certification of these designations by the Bureau of Building Inspection.

RESIDENTIAL HOTEL DESCRIPTION:

A hotel is considered residential if it has one or more residential guest rooms as certified by the HCO. Approximately five hundred and three (503) hotels are designated residential by Chapter 41 of the S. F. Administrative Code, which includes those hotels owned or operated by nonprofit organizations. The overall number of residential hotels can fluctuate because the Ordinance permits a hotel to change its residential designation upon approval of a Permit to Convert application. Residential guest rooms can be legally converted to tourist uses with approval by the Director of Building Inspection. The Permit to Convert requires the hotel owner to replace the converted residential guest rooms at a rate of one-for-one; or to pay an in lieu (replacement housing) fee.

REPORTS AND RECORDS REQUIRED:

All residential hotels which do not have documentation on file with the Department of Building Inspection indicating that the hotel is operated by a nonprofit agency (recognized by the IRS) must file an Annual Unit Usage Report on November 1st every calendar year. These residential hotels must also maintain records of use. Required records of use include daily logs, weekly reports and corresponding rent receipts. Hotel owners/operators must maintain two years of records of use on site. The Certificate of Use indicating the number of residential and tourist guest rooms assigned to the hotel must be posted at the hotel lobby along with the weekly report.

Residential hotel owners and operators are prohibited from renting, or offering to rent, any rooms certified as residential guest rooms under the HCO for a "Tourist or Transient Use". A "Tourist or Transient Use" is defined as any use of a guest room for less than a 32-day term of tenancy by a party other than a permanent resident. From May 1st through September 30th, a residential hotel operator may rent twenty-five percent of their residential guest rooms on a nightly basis provided that the guest room was occupied for at least 50% of the period of October 1st through April 30th, and is now legitimately vacant and offered for residential use first. However, a residential hotel that fails to maintain the requisite records or illegally converts residential guest rooms will not be eligible for temporary tourist rentals for twelve (12) months.

Residential hotel owners may apply to rent residential units for tourist use during the winter months. Within the last five years, no winter rentals have been applied for pursuant to Sections 41.19(a)(3) and 41.19(c) of Chapter 41 of the S. F. Administrative Code.

The Housing Inspection Services Division maintains files on residential hotels which are available for public review. These files contain documentation required by Chapter 41 of the S. F. Administrative Code, such as the Certificate of Use, filed Annual Unit Usage Reports and documents regarding enforcement activities.

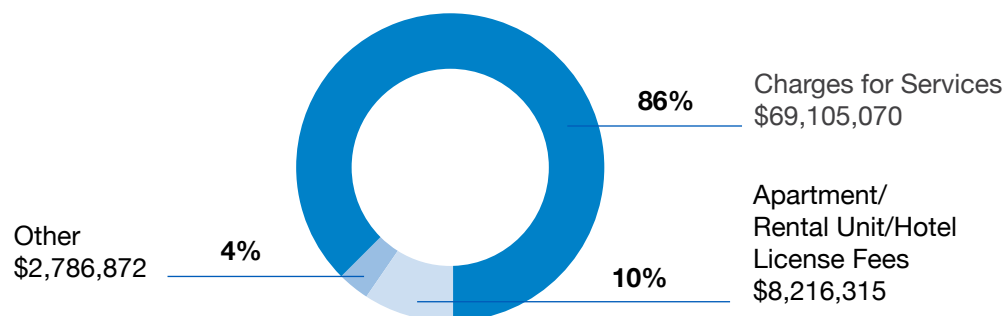
Funds deposited into the San Francisco Residential Hotel Preservation Fund Account are transmitted to the Mayor's Office of Housing for disbursement pursuant to Section 41.13 of the Chapter 41 of the S. F. Administrative Code. During this fiscal year no Permit to Convert applications were approved.

SUMMARY OF ENFORCEMENT EFFORTS

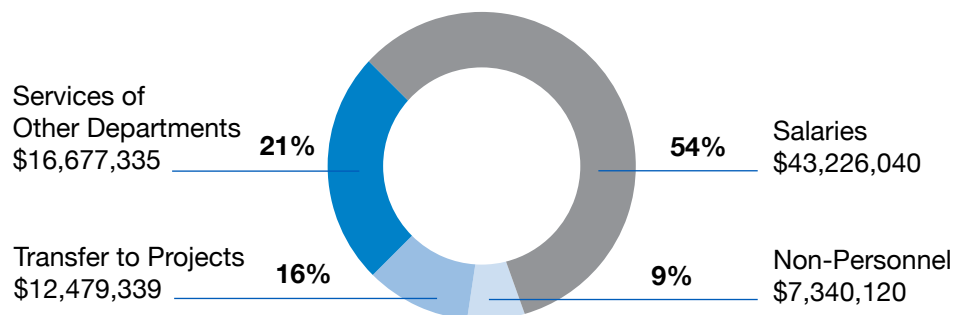
Delinquent notices are sent to residential hotel owners/operators who have not filed their Annual Unit Usage Report (due November 1 every year) or are missing other historical information.

REVENUES AND EXPENDITURES

FY2017-18	FY2016-17	Variance \$	Variance %
\$80,108,257	\$80,730,262	(\$622,005)	-0.77%

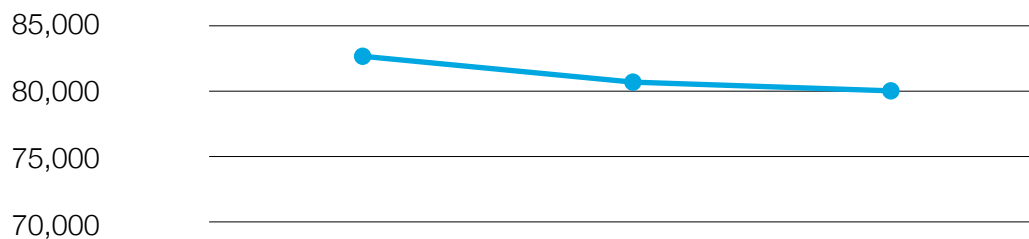


FY2017-18	FY2016-17	Variance \$	Variance %
\$79,722,834	\$68,508,121	\$11,214,713	16.37%



THREE-YEAR REVENUE COMPARISON

FY 2015-16	FY 2016-17	FY 2017-18
\$84,326,935	\$80,730,262	\$80,108,257



PERMITS ISSUED AND VALUATIONS

PERMITS ISSUED

Issued 70,493 permits averaging 5,874 permits issued monthly and 282 permits issued daily.

Permit Type	FY 2017 - 18	FY 2016 - 17
Building Permits	27,551	26,239
Electrical Permits	15,610	15,221
Plumbing Permits	18,605	18,957
Miscellaneous Permits	8,727	7,396
Total	70,493	67,813

BUILDING CONSTRUCTION VALUATION

Total project valuation of \$4.4 billion with 83% of the 36,278 projects submitted having up to \$50,000 permit valuation.

Permit valuation	Permits - FY18	Permits - FY17	Change	% Change
\$0 - 2,000	13,736	12,128	1,608	13%
\$2,001 - 50,000	16,431	15,696	735	5%
\$50,001 - 200,000	4,311	3,988	323	8%
\$200,001 - 500,000	942	1,038	(96)	-9%
\$500,001 - 1,000,000	412	417	(5)	-1%
\$1,000,001 - 5,000,000	392	305	87	29%
\$5,000,001 - 50,000,000	46	57	(11)	-19%
\$50,000,001 - 100,000,000	4	7	(3)	-43%
\$100,000,001 - 200,000,000	2	3	(1)	-33%
\$200,000,001+	2	2	-	0%
Total	36,278	33,641	2,637	8%

PERMIT VALUATION

Permit Valuation	YTD FY18	YTD FY17	Change	% Change
Total	\$4,448,974,756	\$4,926,303,651	(\$477,328,895)	-10%

INSPECTIONS

INSPECTIONS CONDUCTED

Conducted 158,178 total inspections, averaging 13,182 inspections conducted monthly and 633 conducted daily, with 94% of inspections occurring within two business days.

Inspection Type	FY 2017 – 18	FY 2016 - 17
Building Inspections	64,632	62,836
Electrical Inspections	41,393	41,932
Plumbing Inspections	36,200	35,620
Code Enforcement Inspections	3,465	1,452
Housing Inspections	12,488	14,601
Total	158,178	156,441

INSPECTIONS COMPLETED WITHIN TWO-BUSINESS DAYS

95% Inspected within two-business days
Building Inspection 64,632



98% Inspected within two-business days
Electrical Inspection 41,393



90% Inspected within two-business days
Plumbing Inspection 36,200



94% Inspected within two-business days
Total Building, Electrical and Plumbing Inspections Received 142,225



HOUSING INSPECTIONS

Housing inspections result from complaints received by DBI from tenants and residents. Routine inspections are conducted periodically of the common areas by district inspectors. Both inspection types are conducted by our Housing Inspectors to ensure that minimum habitability standards are maintained in existing residential buildings.

Housing Inspections

FY 2017 - 18



12,488

FY 2016 - 17



14,601

Routine Inspections



2,534



3,649

CODE ENFORCEMENT INSPECTIONS

Code enforcement inspections are the result of property owners not applying for required permits or going beyond permitted work in building, electrical and plumbing applications. In addition, inspections can be the result of non-compliance with DBI's existing Programs, such as Mandatory Soft Story, Vacant Storefront and more. These inspections are conducted by the Code Enforcement Section and can result in Director's Hearings and City Attorney referrals due to continued non-compliance.

FY 2017 - 18



3,465

FY 2016 - 17



1,452

**Presented
1,085 cases**



At Directors Hearings.

**Performed
3,465**



**Field Inspections for
Code Enforcement
cases.**

**Received
1,083**



New complaint referrals.

**Abated
937 cases**



**and referred 8 cases
to the City Attorney.**

COMPLAINTS

TOTAL INSPECTION COMPLAINTS

Received 10,251 total building, electrical, plumbing and housing complaints, with 92% processed within three business days.

Division	FY July 2017 - 18	Responded to Within 3 Business Days	Percentage Responded to Within 3 Business Days
Building	4,881	4,432	91%
Electrical	531	527	99%
Plumbing	696	491	71%
Housing	4,143	3,935	95%
Subtotal	10,251	9,385	92%

HOUSING HAZARD COMPLAINTS

Received 463 total life hazard and heat hazard complaints, with 97% responded to within one business day.

Type of Housing Complaint	FY 2017 - 18	Responded to Within 1 Business Day	Percentage Responded to Within 1 Business Day
Life Hazard	187	180	96%
Heat Hazard	276	270	98%
Subtotal	463	450	97%



RECORDS MANAGEMENT

The Records Management Division is responsible for the storage and reproduction of plans, permit applications, job cards, and miscellaneous documents and producing the Report of Residential Building Records (3R) and maintaining historical records. The division is divided into two sections: Records Management and 3R Report of Residential Building Records.

TOTAL PUBLIC RECORDS REQUESTS

Produced 12,511 record requests with 92% processed Over-the-Counter.

Total Records Request	Processed Over-the-Counter
12,511	92%

TOTAL 3R (REPORT OF RESIDENTIAL BUILDING RECORDS) REQUESTS

Produced 7,482 3R reports with 99% of reports issued within 7 business days.

Total 3R Requests	Completed within 7 days
7,482	99%



PERFORMANCE MEASURES

99% Records Requests Processed Within 20 Business Days



99% Reports of Residential Building Records (3R reports) Produced Within Seven Business Days



95% Non-Hazardous Housing Complaints Responded to Within Three Business Days



97% Life Hazards or Lack of Heat Complaints Responded to Within One Business Day



90% Non-Hazardous BID, PID, EID Complaints Responded to Within Three Business Days



85% Site Permit Applications Reviewed With a Construction Valuation of Greater Than \$4,000,000 Reviewed Within 42 Calendar Days**



90% Submitted Projects Audited for Quality Assurance by Supervisors



74%** Site Permit Applications Reviewed With a Construction Valuation of Less Than \$3,999,999 Reviewed Within 30 Calendar Days**



Due to short-staffing levels during the 1st and 2nd quarters, increasing workload, training of new hires, etc., Plan Review Services was unable to meet this goal. The average from July – December 2017 was 58%; great improvement was made during the 3rd and 4th quarters, with an average of 90%. The Department anticipates to meet this goal as specified during Fiscal Year 2018-2019.**

64%* Pre-application Meetings Conducted Within 14 Calendar Days*



Due to short-staffing levels, increasing workload, new hires, etc., Plan Review Services was unable to hold the Pre-Application Meetings within the specified timeline. In addition, since this function requires coordination with other City agencies, Plan Review is in the process of revising the current measure to address our current business needs. The proposed revised measure will go in effect during Fiscal Year 2018-2019.*

90% Number of property owners under the Mandatory Soft Story Seismic Retrofit Program that have complied with requirements



The Department is following up with customers who did not complete the registration process by June 30, 2018. Compliance notices are being sent and meetings are held as needed to ensure full registration is complied with as specified by this goal. This is a customer driven measure.



96%

Applications for Multi-Family Residential and/or Mixed-Use Buildings Reviewed Within 42 Calendar Days



98%

Permit Applications for Office and/or Commercial Buildings Reviewed Within 42 Calendar Days



100%

Timeliness of Distributing Submitted Drawings



96%

Permit Applications for Other Buildings Reviewed Within 42 Calendar Days



92%

Records Requests Processed Over-The-Counter



95%

Permit Applications for One and Two Family Dwellings Reviewed Within 28 Calendar Days



3,475

Number of Seismic Safety Outreach Program (SSOP) ambassadors graduated from training



PROJECTS IN PROGRESS



1140 Harrison (\$95M)

To erect 7 stories, 1 basement, 371 residential units with mixed-uses in building.



41 Tehama (\$106M)

To erect 35 stories, 3 basements, 403 residential units with mixed-use and parking in building.



801 Brannan (\$127M) also 855 Brannan

To erect 6 stories, no basement, 434 residential units with retail and parking in building.



555 Howard (\$166M)

To erect 37 stories, 4 basements, an 80 residential unit hotel with restaurant and parking in building.



101 Hayes (\$108M) also 101 Polk

To erect 13 stories, 431 residential units.



350 8th Street (\$124M) L Seven Apartments

To erect 6 stories, 1 basement, 408 residential units with commercial and parking in building.



EMPLOYEE OF THE QUARTER RECOGNITIONS

2017 Employee of the Year



Kevin Edwards
Senior IS Engineer
Management Information Services

Quarter 3 (Jul - Sep 2017)



Carey McElroy
Building Inspector
Plan Review Services

Quarter 4 (Oct - Dec 2017)



Godfrey de la Torre
Associate Engineer
Plan Review Services

Quarter 1 (Jan - Mar 2018)



David Ledda
Plumbing Inspector
Plumbing Inspection Division

Quarter 2 (Apr - Jun 2018)



Mark Langan
Senior IS Business Analyst
Management Information Services

STAFF

BUILDING INSPECTION DIVISION

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Jeffrey Barnes
Sean Birmingham
Kevin T Birmingham
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Yuang-Tam Chiu
Fergal Clancy
Colette V Cummins
Bernard Curran
Donal Duffy
Joseph Duffy
Peter Eisenbeiser
Thomas Fessler
Kenneth Gonzalez
Edward Greene
Matthew Greene
Steven Hajnal
Darlene Hartley
Hector Hernandez
Mauricio Hernandez
James Kelly
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Kirk Means **RETIRED**
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